

**ATTENTION:**

- GENERAL MANAGER
- PARTS MANAGER
- CLAIMS PERSONNEL
- SERVICE MANAGER

IMPORTANT - All Service Personnel Should Read and Initial in the boxes provided, right.


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QUALITY DRIVEN® SERVICE

**SERVICE BULLETIN**

**APPLICABILITY:** 2020MY Legacy/Outback  
 2017-20MY Impreza  
 2018-20MY Crosstrek  
 2019-20MY Forester  
 2019-20MY Ascent

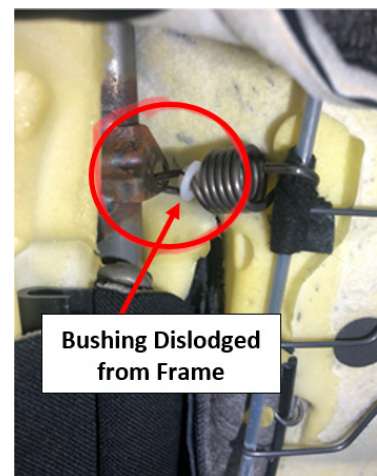
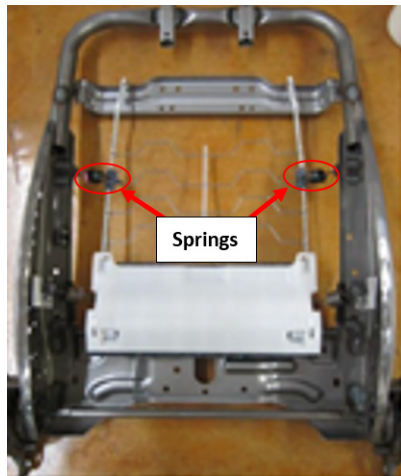
**NUMBER:** 12-302-20  
**DATE:** 10/14/20

**SUBJECT:** Squeaking Sound from Front Seat Backrests

**INTRODUCTION:**

This bulletin announces a design change made to the front seat backrest frame assemblies in response to a limited number of customer reports of a squeaking sound heard when leaning back in the front seats. Improvements to the nylon bushing design for the backrest springs prevents them from coming out of the frame and eliminates the metal-to-metal contact between the springs and frame which can cause the squeaking sound. Should the bushing become dislodged, there is no impact on the spring retention or function of the backrest.

**VERY IMPORTANT:** Always duplicate the sound as described by the customer and confirm it is coming from the backrest before proceeding to ensure a quality repair.



**CAUTION: VEHICLE SERVICING PERFORMED BY UNTRAINED PERSONS COULD RESULT IN SERIOUS INJURY TO THOSE PERSONS OR TO OTHERS.**

Subaru Service Bulletins are intended for use by professional technicians ONLY. They are written to inform those technicians of conditions that may occur in some vehicles, or to provide information that could assist in the proper servicing of the vehicle. Properly trained technicians have the equipment, tools, safety instructions, and know-how to do the job correctly and safely. If a condition is described, DO NOT assume that this Service Bulletin applies to your vehicle, or that your vehicle will have that condition.

**Subaru of America, Inc. is ISO 14001 Compliant**

ISO 14001 is the international standard for excellence in Environmental Management Systems. Please recycle or dispose of automotive products in a manner that is friendly to our environment and in accordance with all local, state and federal laws and regulations.

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**PRODUCTION CHANGE INFORMATION:**

The new backrest frame assemblies were incorporated into production starting with the following VINs:

- Legacy: TBD
- Outback: TBD
- Impreza: TBD
- Crosstrek: **L8245315**
- Forester: **LH511952**
- Ascent: TBD

**PART INFORMATION:**

Description	Part Number	Application
FRAME ASSEMBLY - FRONT BACKREST	64110FL121	Crosstrek & Impreza
	64110FL131	
	64110FL151	
	64110SJ041	Forester
	64110SJ051	
	64110SJ061	
	64110SJ131	
	64110SJ151	
	64110XC00B	Ascent
	64110XC01B	
	64110XC02B	
	64110XC03B	
	64110FL00B	Impreza
	64110FL01B	Impreza and Ascent
	64110FL03B	
	64110AN00B	Legacy & Outback
	64110AN01B	
	64110AN03B	
	64110AN04B	
	64110AN05B	
64110AN06B		
64110AN07B		

**REMINDER:** Always order the most up-to-date replacement parts based on the specific VIN being repaired.

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## SERVICE PROCEDURE / INFORMATION:

**REMINDER:** Customer satisfaction and retention starts with performing quality repairs.

The service procedures for Front Seat Backrest Replacement are unchanged. Always refer to the applicable Service Manual and review the full requirements of the repair being performed. Service Manual procedures contain information critical to performing effective repairs first time, every time. This includes important SAFETY precautions, proper inspection criteria, necessary special tools, required processes and one-time-use parts needed for a complete and lasting repair.

## WARRANTY / CLAIM INFORMATION:

For vehicles within the Basic New Car Limited Warranty period, this repair may be submitted using the following claim information:

Labor Description	Labor Operation #	Labor Time	Fail Code
ONE FRONT SEAT ASSEMBLY R&R	B913-411	0.2	YDT-25
FRONT SEAT BACKREST FRAME R&R	C913-481	0.7	

## IMPORTANT REMINDERS:

- SOA strongly discourages the printing and/or local storage of service information as previously released information and electronic publications may be updated at any time.
- Always check for any open recalls or campaigns anytime a vehicle is in for servicing.
- Always refer to STIS for the latest service information before performing any repairs.